



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

June 6, 2017

Mr. Rick Born, CEO
Aetna Better Health
2400 Veterans Memorial Blvd., Suite 200
Kenner, LA 70062

Dear Rick:

RE: Notice of Closure - Updating of Systems/Daily Incremental Third Party Liability Files

By Notice of Action dated February 22, 2017, Aetna Better Health (ABH) was notified of its failure to update its system with all records from the daily incremental Third Party Liability (TPL) files as required by the contract between ABH and the Louisiana Department of Health (LDH).

Section 5.13.1.8 of the contract provides:

MCO must update its system with daily TPL records sent from LDH's Fiscal Intermediary (FI) within one (1) business day of receipt. MCO must reconcile its system with weekly TPL reconciliation files sent from LDH's FI within one (1) business day of receipt. If a P enrolled member is unable to access services or treatment until an update is made, the MCO must verify and update its system within four (4) business hours of receipt of an update request. P enrolled members are members enrolled with the MCO for Medical, Behavioral Health, Pharmacy and Transportation services.

ABH was given until May 15, 2017 (extended deadline) to demonstrate compliance with the contract. ABH has demonstrated compliance, so this matter will be closed. However, should ABH in the future fail to update its system with all daily TPL records, resulting in incomplete TPL information and/or records which are not in sync with LDH's fiscal intermediary, LDH reserves the right to impose penalties in accordance with Section 20 of the contract.

Please do not hesitate to contact me if you have any questions.

Mr. Rick Born

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Sincerely,

A handwritten signature in blue ink that reads "Stacy J. Guidry". The signature is written in a cursive, flowing style.

Stacy Guidry

Section Chief, Health Plan Management

SG/lj

cc: Kerri Capello
 Bryan Hardy
 Jen Steele
 Kim Sullivan
 File #: AET2-07